

You can make a complaint, comment or compliment about the services provided by Sadeh Lok by speaking to a member of staff either face to face or over the telephone, by sending a letter, e-mail or fax or by completing a customer feedback form.

Sadeh Lok Housing
Trafford House
11 Halifax Road
Huddersfield, HD3 3AN
Tel: 01484 435715
Fax: 01484 432645
E-Mail: customerservices@sadehlok.co.uk
www.sadehlok.co.uk

Office Opening Hours:
Monday to Friday 9.00 a.m. to 5.00 p.m.

Sadeh Lok offices at Trafford House may not be accessible to you if you have mobility difficulties.

If you do have mobility difficulties and you would like to speak to a member of our staff in person, please contact Sadeh Lok's Customer Service Team on **01484 435715** who will be happy to arrange either a home visit or an appointment to meet you at another suitable location

If you would like this information explaining in your language or in large print, Braille, or audio formats, please contact our office on 01484 435 715 where a member of staff can help. **(English)**

ته گه ر تاره زووت کرد له وه ی که ته م زانیاریانه روون بکریته وه به زمانی خوت یا به پیتی چاپکراوی که وره، به نوسینی برابیل (بو کویره کان) بیان به توماری ده نگ له سه ر کاسیت، به یارمه تیت په یوه ندی بکه به فه زمانگه که ی نیمه وه به هوی که م ژماره ته له فونه وه 01484 435 715 ته و کاته یه کیک له ته ندامانی کارگیری ته توانیت یارمه تیت بدات. **(Kurdish)**

اگر آپ کو ان معلومات کی وضاحت اپنی زبان میں درکار ہو یا آپ سے بڑی لکھائی یا بریل میں یا آڈیو ٹیپ پر چاہتے ہوں تو براہ مہربانی ہمارے دفتر سے ٹیلی فون نمبر: 01484 435 715 پر رابطہ کریں۔ وہاں پر موجود ہمارے عملے کا کوئی ممبر آپ کی مدد کر سکتا گا۔ **(Urdu)**

Ako zelite ove informacije objasnjene (prevedene) na vasem jeziku ili stampano Velikim slovima, brailleovim pismom (za slijepe osobe), ili audio (kasetama) formatu, molimo vas da nazovete nas ured na br.01484 435 715 gdje nasi clanovi su na usluzi. **(Bosnian)**

આ માહિતી તમને તમારી ભાષામાં સમજાવવામાં આવે અથવા મોટી છપાઈમાં, બ્રેઇલમાં અથવા ઓડિયો સ્વરૂપમાં મળી રહે એવું જો તમે ઇચ્છતા હોય તો, મહેરબાની કરી અમારી ઓફિસનો 01484 435 715 નંબર પર સંપર્ક કરો જ્યાં અમારા સ્ટાફનો કોઈ સભ્ય તમને મદદ કરી શકે છે. **(Gujarati)**

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ, ਜਾਂ ਆਡੀਓ ਰੂਪ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫਤਰ ਨਾਲ 01484 435 715 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਿੱਥੇ ਸਾਡਾ ਸਟਾਫ਼ ਮੈਂਬਰ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਨ। **(Punjabi)**

Leaflet No. SS08



Maintaining your Home Service Standards



Reader Group approved

If you would like this leaflet in any other format please contact the Customer Service Team on **01484 435715**

Sadeh Lok Housing (Sadeh Lok) aims to provide you with a high-quality service at all times; here we set-out the level of service you can expect

- When you report a repair Sadeh Lok staff will tell you the timescales for completing it;
 - ◆ 28 calendar days for routine repairs
 - ◆ 7 calendar days for urgent repairs
 - ◆ 24 hours for emergency repairs

For routine and urgent repairs we aim to complete 96 out of every 100 within these timescales

For emergency repairs we aim to complete 97 out of every 100 within these timescales

- We will provide an emergency repairs service 24 hours a day, 365 days per year
- We will ask you a number of questions to ensure that we fully understand the nature of the fault you are reporting and where possible try to talk you through the fault so you can correct the situation yourself without the need for a contractor
- We will send you a notification for all repairs to your property, including a works order number within 2 working days of the report
- We will give priority to customers who are vulnerable or at greater risk such as the elderly or those with disabilities



Carrying out repairs to your home

- Our contractors will attend and make safe emergency repairs within 24 hours or sooner if there is an immediate health and safety risk.
- They will complete any follow up work within 5 working days and where they are unable to do this because of the nature of the work or availability of parts we will keep you informed
- Our contractors will contact you to arrange an appointment to carry out the repair at a date and time convenient to you
- Our contractors will leave your home in a clean and tidy condition after carrying out repairs and respect your home and where necessary take all necessary precautions to protect your belongings
- We will ensure our staff and contractors follow our 'Code of Conduct'. All contractors sign this 'Code of Conduct' prior to starting work with Sadeh Lok
- Some repairs need an inspection before work can be carried out. If this is the case we will arrange for an inspector to visit you within 10 working days or sooner if there are any health and safety aspects to the repair you report
- We will return within 10 working days if you tell us you are not satisfied with a repair or within 24 hours if there is a health and safety risk
- We will recharge you for repairs that are deemed to be your responsibility as they are not caused through normal wear and tear
- We will ask what you think of the service following each repair and use what you tell us to improve services

